



## AJCU CITM Benchmarking Question Results

### Section 2 – Shared Services

This information is requested for use by the Shared Services Work Group to facilitate identifying opportunities for the AJCU institutions to collaborate for improved contract terms and pricing of common services across our campuses.

## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Survey Summary

#### Survey Information

Survey Open Date March 5th, 2009

Survey Close Date April 6th, 2009

Number of questions 15

Data points captured 94

#### Response Summary

Total Responses: 17

Response Rate: 61%

Institution	Submitted By	Contact
Boston College	Mary Corcoran	mary.corcoran@bc.edu
Canisius College	Joel Cohen	cohen@canisius.edu
College of the Holy Cross	Ellen Keohane	ekeohane@holycross.edu
Creighton University	Audrey A Larkin	alarkin@creighton.edu
Fairfield University	James Estrada	jestrada@fairfield.edu
Gonzaga University	Chris Gill	gill@its.gonzaga.edu
John Carroll University	Michael Bestul	mbestul@jcu.edu
Loyola Marymount University	Patrick Frontiera	pfrontie@lmu.edu
Loyola University Chicago	Susan Malisch	smalisc@luc.edu
Loyola University New Orleans	Bret L. Jacobs	bljacobs@loyno.edu
Marquette University	Kathy Lang	kathy.lang@marquette.edu
Regis University	Peter Greco	pgreco@regis.edu
Rockhurst University	Matt Heinrich	matt.heinrich@rockhurst.edu
Santa Clara University	Ron Danielson	RDanielson@scu.edu
University of Detroit Mercy	Edward G. Tracy II	tracyeg@udmercy.edu
University of San Francisco	Tracy Schroeder	schroeder@usfca.edu
University of Scranton	Kathryn Yerkes	yerkesk2@scranton.edu

## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 1 - Group Purchasing Organizations

Institution Name	Group Purchase Memberships/Relationships	Groups Utilized	Groups Shared
Boston College	NERCOMP (Educause Affiliate)	AICCU	AICCU
Canisius College	AJCU - Adobe, MICTA, NERCOMP (Educause Affiliate)	AJCU	AJCU - Adobe
College of the Holy Cross	CLAC, MHEC-MO Higher Education Consortium	AJCU - Adobe	E&I Cooperative
Creighton University	AJCU, NEBCON	CLAC	MHEC-MO Higher Education Consortium
Fairfield University	CT Education Network, State of CT cooperative, NERCOMP (Educause Affiliate)	CT Education Network	MICTA
Gonzaga University	Independent Colleges of Washington	CWRUSTA	NERCOMP (Educause Affiliate)
John Carroll University	CWRUSTA, MICTA, NEOSH, OFIC	E&I Cooperative	
Loyola Marymount University		Federation	
Loyola University Chicago	Federation (limited use), Heartland (don't use)	Heartland	
Loyola University New Orleans		Horizon Resource Group	
Marquette University	E&I Cooperative, WAICU	Independent Colleges of WA	
Regis University		MHEC-MO Higher Education Consortium	
Rockhurst University	AJCU - Adobe, MHEC-MO Higher Education Consortium, MORENet-MO Research and Education Network (Bandwidth and Library services), Horizon Resource Group	MICTA	
Santa Clara University	AICCU, AJCU - Adobe	MIDEAL	
University of Detroit Mercy	E&I Cooperative, MICTA, MIDEAL	MORENet-MO Research and Education Network (Bandwidth and Library services)	
University of San Francisco	AICCU	NEBCON	
University of Scranton	E&I Cooperative, Northeast PA Education Consortium	NEOSH	
		NERCOMP (Educause Affiliate)	
		Northeast PA Education Consortium	
		OFIC	
		State of CT cooperative	
		WAICU	

#### Quick Facts:

- 14 of 17, 82%, of institutions have some type of group purchasing arrangement
- 22 different organizations are being utilized
- 6 organizations are being shared amongst multiple institutions

## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 2 - Voice Conferencing

Institution Name	Provider	Satisfied With Current Service	Rate Per Minute	Agreement Expiration	Comments/Special Requirements
Boston College	Two solutions, see comments.	Yes	\$0.07		Option 1-Onsite PBX conferencing bridges(one 30 port, two 10 port) free to BC Community. Option 2-Premiere Global Inc, .07 per minute and no contract. Estimated
Canisius College	Premiere Global	Yes	\$0.30		
College of the Holy Cross					
Creighton University					
Fairfield University					
Gonzaga University	Local phone bridge	Yes			Must be set up through our switchboard in advance. No electronic scheduling or management interface.
John Carroll University					
Loyola Marymount University	Cisco	No			
Loyola University Chicago	InterCall & Conference Plus	Yes	\$0.16		Currently have open-ended contract Prefer billing to users/departments vs. centralized institutional billing.
Loyola University New Orleans	AT&T	Yes		2010	
Marquette University	AT&T	Yes	\$0.01	2010	
Regis University					
Rockhurst University					
Santa Clara University	Verizon Business	Yes	\$0.03	2010	We currently do very little voice conferencing
University of Detroit Mercy	Cavalier	No			
University of San Francisco	InterCall (1-800-conference)	Yes	\$0.07	2009	Rate is .07 + tax, agreement is month to month
University of Scranton	Polycom using IP and ISDN; Internet 2 and Verizon	Yes	\$0.36		
<b>Average</b>			<b>\$0.14</b>		

#### Quick Facts:

- 11 of 17, 65%, of institutions offer voice conferencing services
- 7 different organizations are being utilized, excluding internal conferencing/bridge solutions
- 4 organizations are being shared amongst multiple institutions (AT&T, Premiere Global, InterCall & Verizon)
- Rate per minute varies significantly, from \$0.01 to \$0.36

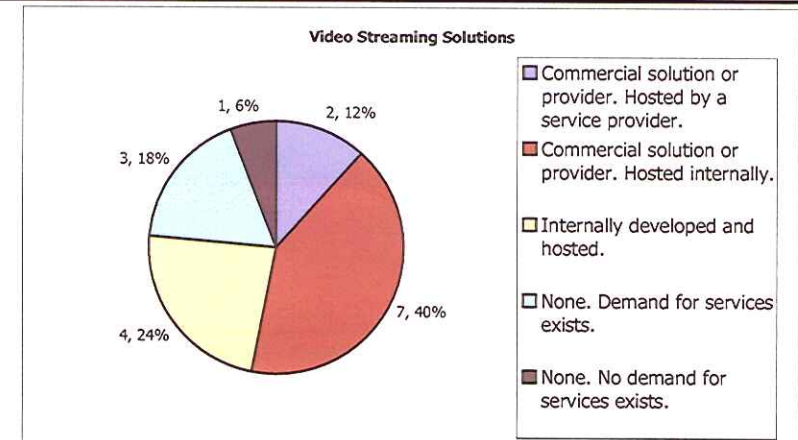
## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 3 - Video Streaming

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted internally.		Video Furnace	Yes		
Canisius College	None. Demand for services exists.					
College of the Holy Cross	Commercial solution or provider. Hosted internally.		Flash/In-house	Yes	2009	
Creighton University	Internally developed and hosted.	No				
Fairfield University	Internally developed and hosted.	Yes				
Gonzaga University	Commercial solution or provider. Hosted by a service provider.		Sesame Vault	Yes	2009	The service can take most common video formats and automatically encode them at multiple resolutions on the fly. Cost is per megabyte stored.
John Carroll University	Internally developed and hosted.	Yes				
Loyola Marymount University	Commercial solution or provider. Hosted internally.		VBrick or Apple QuickTime	Yes		
Loyola University Chicago	Commercial solution or provider. Hosted by a service provider.		PowerStream	Yes		Currently have open-ended contract. Pay on demand.
Loyola University New Orleans	None. Demand for services exists.					
Marquette University	Commercial solution or provider. Hosted internally.		Apple QuickTime	Yes	2025	
Regis University	Commercial solution or provider. Hosted internally.		RealMedia Helix Server and Adobe Flash Server	Yes	2009	
Rockhurst University	None. No demand for services exists.					
Santa Clara University	Commercial solution or provider. Hosted internally.		Unknown	Yes	2010	Internally hosted system acquired multiple years ago. Year to year license agreement.
University of Detroit Mercy	Internally developed and hosted.	No				
University of San Francisco	Commercial solution or provider. Hosted internally.		Apple QuickTime	Yes	2010	Our bandwidth and storage constraints may require outsourcing this at some point.
University of Scranton	None. Demand for services exists.					

#### Quick Facts:

- 13 of 17, 76%, of institutions offer video streaming services
- 9 of the 13, 69%, have a commercial solution in place versus an internally developed solution
- 7 different solutions/organizations are being utilized, excluding internal solutions
- 3 institutions utilize the Apple QuickTime solution



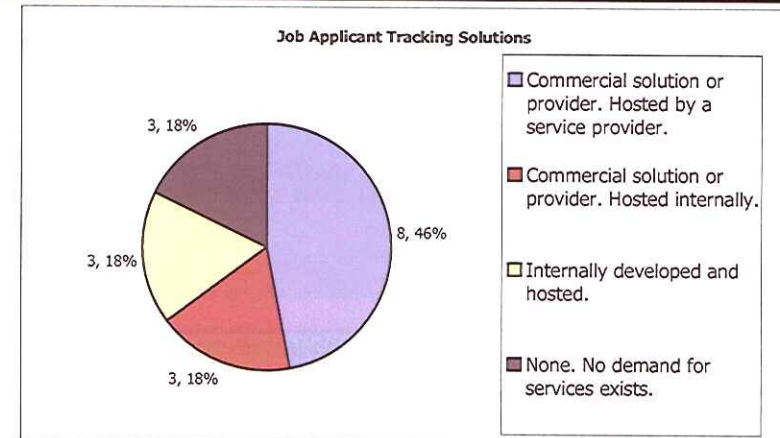
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### Question 4 - Job Applicant Tracking

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted internally.		PeopleSoft HCM	Yes		
Canisius College	None. No demand for services exists.					
College of the Holy Cross	Commercial solution or provider. Hosted by a service provider.		Interview Exchange	Yes	2009	
Creighton University	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes	2010	This is an HR process so don't have much information.
Fairfield University	Internally developed and hosted.	No				
Gonzaga University	Internally developed and hosted.	No				
John Carroll University	Internally developed and hosted.	Yes				
Loyola Marymount University	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes		
Loyola University Chicago	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes		Currently have open-ended contract.
Loyola University New Orleans	None. No demand for services exists.					
Marquette University	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes	2009	
Regis University	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes		
Rockhurst University	None. No demand for services exists.					
Santa Clara University	Commercial solution or provider. Hosted internally.		PeopleSoft HCM	Yes	2010	Partially implemented.
University of Detroit Mercy	Commercial solution or provider. Hosted by a service provider.		Ceridian	Yes		
University of San Francisco	Commercial solution or provider. Hosted by a service provider.		PeopleAdmin	Yes		HR maintains the agreement, I don't know the expiration.
University of Scranton	Commercial solution or provider. Hosted internally.		Banner	Yes		Will be switching to PeopleSoft PeopleAdmin shortly.

#### Quick Facts:

- 14 of 17, 82%, of institutions provide a job applicant tracking solution
- 11 of the 14, 79%, have a commercial solution in place versus an internally developed solution
- 5 different solutions/organizations are being utilized, excluding internal solutions
- 6 institutions utilize the PeopleAdmin solution, 2 use PeopleSoft HCM



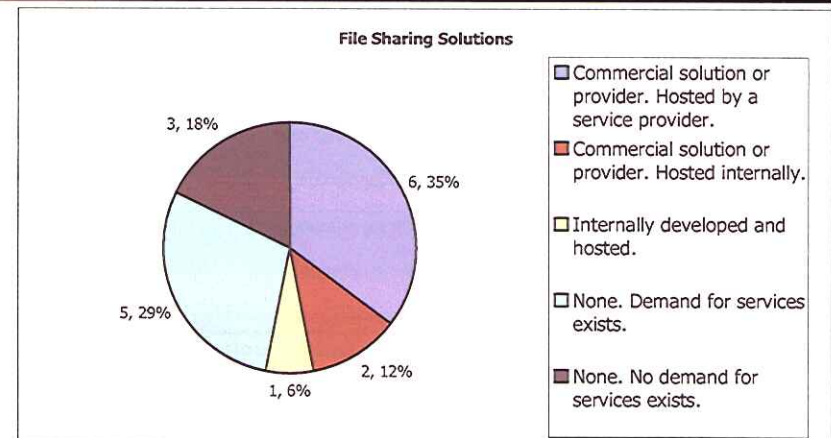
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### Question 5 - File Sharing

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted internally.		Xythos	Yes		
Canisius College	None. Demand for services exists.					
College of the Holy Cross	Commercial solution or provider. Hosted internally.		Novell Netware	No	2009	Macintosh/Various browsers.
Creighton University	None. Demand for services exists.					
Fairfield University	Commercial solution or provider. Hosted internally.		Xythos	Yes	2010	I indicated that this agreement expires next year. However, our agreement with Xythos is more accurately described as an annual agreement.
Gonzaga University	None. Demand for services exists.					
John Carroll University	None. No demand for services exists.					
Loyola Marymount University	Commercial solution or provider. Hosted internally.		Xythos	No		
Loyola University Chicago	None. Demand for services exists.		Network File Share	No		100 license trial in progress with DocXchanger from Condrey Corp. Looking for more robust options.
Loyola University New Orleans	None. No demand for services exists.					
Marquette University	Commercial solution or provider. Hosted internally.		Desire2Learn, SharePoint	Yes	2009	Looking @ E-Portfolio for better external access.
Regis University	Internally developed and hosted.	No				
Rockhurst University	Commercial solution or provider. Hosted by a service provider.		Microsoft Exchange Labs	Yes		
Santa Clara University	None. No demand for services exists.					
University of Detroit Mercy	None. Demand for services exists.					
University of San Francisco	Commercial solution or provider. Hosted internally.		Xythos	Yes	2009	Perpetual license, annual maintenance
University of Scranton	Commercial solution or provider. Hosted internally.		Xythos EDMS	No		Not extended to students at this time.

#### Quick Facts:

- 9 of 17, 53%, of institutions provide a file sharing solution
- 8 of the 9, 89%, have a commercial solution in place versus an internally developed solution
- 5 of the 8 institutions that do not provide file sharing are interested in doing so
- 5 different solutions/organizations are being utilized, excluding internal solutions
- 5 institutions utilize the Xythos solution



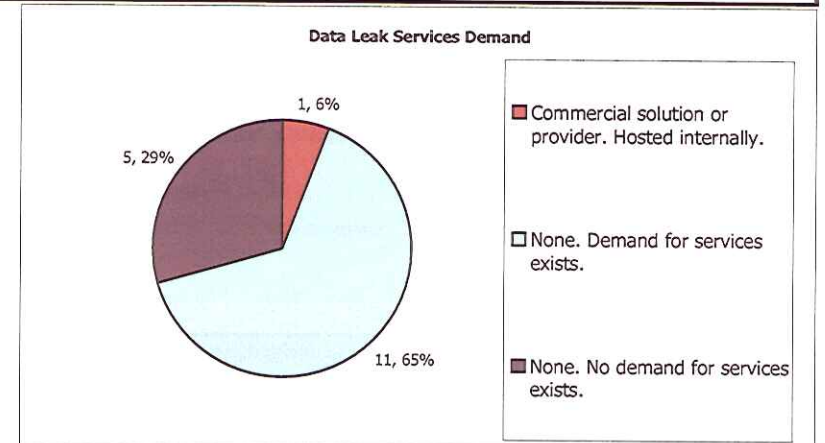
## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 6 - Data Leak Prevention

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Demand for Services
Boston College	Commercial solution or provider. Hosted internally.		Fidelis	Yes	2009	Already provided.
Canisius College						Demand for services exists.
College of the Holy Cross						Demand for services exists.
Creighton University						Demand for services exists.
Fairfield University						No demand for services exists.
Gonzaga University						Demand for services exists.
John Carroll University						Demand for services exists.
Loyola Marymount University						No demand for services exists.
Loyola University Chicago						Demand for services exists.
Loyola University New Orleans						No demand for services exists.
Marquette University						Demand for services exists.
Regis University						Demand for services exists.
Rockhurst University						No demand for services exists.
Santa Clara University						No demand for services exists.
University of Detroit Mercy						Demand for services exists.
University of San Francisco						Demand for services exists.
University of Scranton						Demand for services exists.

#### Quick Facts:

- Only 1 of 17, 6%, of the institutions provide data leak services.
  - Boston College
- 11 of the remaining 16, 69%, have a need for doing so





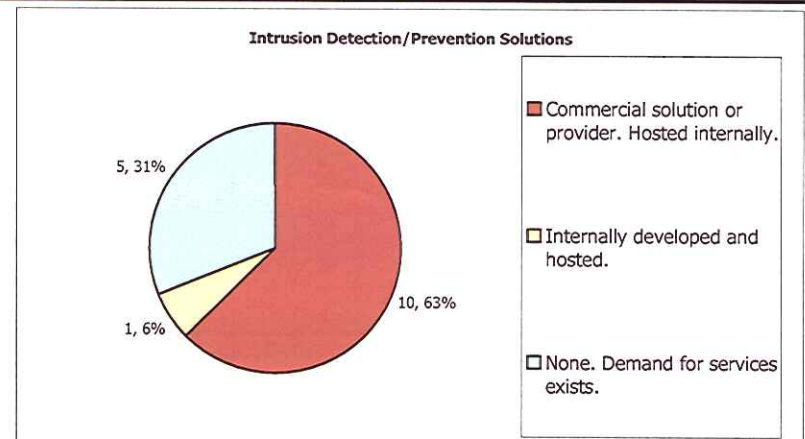
## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 7 - Intrusion Detection/ Prevention

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	Commercial solution or provider. Hosted by a service provider.		VeriSign	No	2009	
Canisius College	None. Demand for services exists.					
College of the Holy Cross	Commercial solution or provider. Hosted internally.		Tipping Point	Yes	2009	Would consider alternatives.
Creighton University	Internally developed and hosted.	Yes				
Fairfield University	Commercial solution or provider. Hosted internally.		Use of several open source products.	Yes	2009	
Gonzaga University	Commercial solution or provider. Hosted internally.		Snort	No	2009	
John Carroll University	None. Demand for services exists.					
Loyola Marymount University	Commercial solution or provider. Hosted internally.		SourceFire/Snort	Yes		
Loyola University Chicago	Commercial solution or provider. Hosted internally.		Tipping Point	Yes		Annual maintenance due in October.
Loyola University New Orleans	None. Demand for services exists.					
Marquette University	Commercial solution or provider. Hosted internally.		Konsultek & Cisco	Yes	2010	
Regis University	Commercial solution or provider. Hosted internally.		Tipping Point	Yes	2009	
Rockhurst University	None. Demand for services exists.					
Santa Clara University	Commercial solution or provider. Hosted internally.		Palo Alto Networks	Yes	2010	Also have an Mi5 Networks device running as a test system for the vendor - logging only.
University of Detroit Mercy	None. Demand for services exists.					
University of San Francisco	Commercial solution or provider. Hosted internally.		Tipping Point	No	2009	Perpetual license, annual maintenance. Our problem with this service is that we are not currently able to use the IPS functionality for our full server farm - we are
University of Scranton	Commercial solution or provider. Hosted internally.		We don't disclose this publicly.	Yes		

#### Quick Facts:

- 11 of 17, 65%, of institutions provide a intrusion detection and prevention services
- 10 of the 11, 91%, have a commercial solution in place versus an internally developed solution
- All 5 of the institutions that do not provide intrusion detection and prevention services are interested in doing so
- At least 7 different solutions/organizations are being utilized, excluding internal solutions
- 4 institutions utilize the Tipping Point solution



## AJCU CITM 2009 Benchmarking Data - Shared Services Section

### Question 8 - Digital Signage

Institution Name	Solution Type	Commercial Need	Provider	Satisfied With Current Service	Agreement Expiration	Comments/Special Requirements
Boston College	None. Demand for services exists.					
Canisius College	None. Demand for services exists.					
College of the Holy Cross	None. Demand for services exists.					
Creighton University	Internally developed and hosted.	No				
Fairfield University	Internally developed and hosted.	Yes				
Gonzaga University	None. Demand for services exists.					
John Carroll University	None. Demand for services exists.					
Loyola Marymount University	Commercial solution or provider. Hosted internally.		Nexus	Yes		This is hosted internally and externally. Device locally installed and content management hosted externally. Annual fees paid in April.
Loyola University Chicago	Commercial solution or provider. Hosted by a service provider.		Silver Beacon	Yes		
Loyola University New Orleans	Internally developed and hosted.	No				
Marquette University	Commercial solution or provider. Hosted internally.		Visix Axis TV	Yes	2010	
Regis University	None. Demand for services exists.					
Rockhurst University	None. No demand for services exists.					
Santa Clara University	Commercial solution or provider. Hosted internally.		Cisco DMS	Yes	2010	Just deploying, currently in three campus buildings.
University of Detroit Mercy	None. Demand for services exists.					
University of San Francisco	None. Demand for services exists.					
University of Scranton	Commercial solution or provider. Hosted internally.		Visix Axis TV	Yes		Evaluating enterprise wide solutions.

#### Quick Facts:

- 8 of 17, 47%, of institutions offer digital signage services
- 5 of the 8, 63%, have a commercial solution in place versus an internally developed solution
- 4 different solutions/organizations are being utilized, excluding internal solutions
- 2 institutions utilize the Visix Axis TV solution

